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PATENT APPLICATION

IN THE  
UNITED STATES PATENT AND TRADEMARK OFFICE

Inventor(s): Karen Ann BRADLEY, et al.

Confirmation No.: 6744

Serial No.: 09/727,567

Examiner: K. S. Lin

Filing Date: November 30, 2000

Group Art Unit: 2154

Title: TIME-BASED MONITORING OF SERVICE LEVEL AGREEMENTS

Customer No.: 29989

**Mail Stop Amendment**

Commissioner for Patents

P.O. Box 1450

Alexandria, VA 22313-1450

**GRANT OF ASSOCIATE POWER OF ATTORNEY**

Sir:

The undersigned attorney of record in the subject patent application grants associate power of attorney to Brian D. Hickman, Reg. No. 35,894, Bobby K. Truong, Reg. 37,499, Edward A. Becker, Reg. No. 37,777, Marcel K. Bingham, Reg. No. 42,327, Craig G. Holmes, Reg. No. 44,770, John D. Henkhaus, Reg. No. 42,656, Christian Nicholes, Reg. No. 50,266, Christopher J. Brokaw, Reg. No. 45,620, Michael J. Meehan, Reg. No. 54,705, David Lewis, Reg. No. 33,101, Paul A. Durdik, 37,819, Kirk D. Wong, Reg. No. 43,28 and Lesley L. Coulson, Reg. No. 46,642 to prosecute this application and to transact all business in the Patent Office connected therewith.

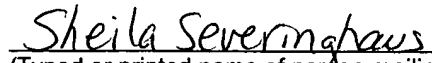
Respectfully submitted,

**CERTIFICATE OF MAILING**

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Mail Stop Amendment, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

Hickman Palermo Truong & Becker, LLP

By   
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(Typed or printed name of person mailing paper or fee)

  
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